



About Memphis 311

- 311 is a *One Stop, One Call* 3 digit number for all citizens requests for services, answers, information and direction for City of Memphis Services.
- Memphis 311 Launched January 16, 2013.
- The 311 number is active for use in Memphis and Shelby County.
- 311 can currently be used by citizens calling from any AT&T and Comcast landline and by cellphone users who subscribe to AT&T, Sprint, Verizon, T-Mobile and Cricket Wireless.
- Citizens can contact 311 by:
 - Phone – 311 or 901-636-6500
 - Online – www.memphistn.gov (311 Online Support Center)
 - App- Smart Government App Memphis *download from iTunes (iPhone only)*
 - In person – 125 N. Main Street, Suite 438
Memphis, TN 38103
8:00am – 5:00pm



Our Mission

The mission of Memphis 311 is to provide optimum customer service and a positive experience to both our internal and external customers. In order to create a more efficient local government, we provide accessible information about City services and also help agencies provide an effective response to service requests in a timely and accurate manner. We will engage citizens and customers with respect, honesty, courtesy, and knowledgeable assistance on every call.



Top 10 Service Requests

(January 1 , 2014 – March 21, 2014)

1. **Garbage Cart Repair**
2. **Miscellaneous Sewer Requests**
3. **Curbside Trash**
4. **Missed Garbage**
5. **Picker Pile**
6. **New Start Garbage Request**
7. **Potholes**
8. **Recycle Bin Request**
9. **Vehicle Violations**
10. **Miscellaneous Code Enforcement Requests**

Before 311

- The City operated the Mayor's Citizen Service Center (MCSC), which was the City's call center for City Services.
- But with the combination of the MCSC and other operating departments taking calls, the city has over 400 phone numbers where citizens could access information on a daily basis.



311 Benefits to Citizens

- Provides the public with quick easy access to government services and information.
- Reduces the point of contact for non-emergency information and services.
- Provides citizens with multiple communication outlets (phone, online and/or in person).

Caller  9-1-1

Caller  Non-Emergency Police
901-545-2677(COPS)

Caller  **311**

Citizen Service Request Workflow

Caller Calls the 311 Call Center

311

636-6500

Call Agent Enter Service Request Details

Caller information is entered into a tracking system

Complaint details are entered into a tracking system

A Service Request is Created and Routed to the proper Department

Caller receives Service Request Number

Department staff immediately receives all new service requests and reviews them in the order they are received

Work Crews respond as needed

Every Service request is assessed differently

Every Service Request has a different time of resolution

Departments monitor service request progress and additional resolution activities can be assigned

Requests are closed out once Resolution is complete

A resolution letter is sent to requests with contact information



Neighborhood Leader Tidbits

- The 311 Call Center needs one contact person for each association/partnership. This contact person will be assigned as the main point of contact for each association/partnership.
- The most efficient method to enter service requests is by use of the **311 Online Support** center. The online support center can be found at www.memphistn.gov . All requests entered through the online support center can be tracked online.
- Each association/partnership should set up a profile in the online support center. first name - neighborhood; last name - "association"/"partnership" – (For Example: first name – SOUTHEAST last name- PARTNERSHIP); user-id; and password- Please use all capital letters when setting up your profile. It is also encouraged for each association to develop an association email address.
- When a representative from your association/partnership phones in requests please provide the call agent the neighborhood association/partnership name. You will not be able to see the requests that are phoned in online, but those requests will be included in the monthly report. Or you can call 311 at anytime to receive a status of the phoned in requests.
- The 311 Call Center will provide the contact person a monthly status report of active service requests the first week of each month.



CITY OF MEMPHIS 311 SUPPORT CENTER HOW TO USE

Go to www.memphistn.gov
Click on **"Online Support Center"** located directly below the picture of the Mayor.



The screenshot shows the City of Memphis website. At the top, there is a navigation bar with links: HOME, RESIDENTS, BUSINESS, GOVERNMENT, VISITORS, ONLINE SERVICES, and MEDIA ROOM. Below this is a large banner image of a red trolley on a street. A red arrow points from the '311 Support Center' link in the 'MOST POPULAR' section to the banner image. The 'MOST POPULAR' section lists: 311 Support Center, City Engineering Division, City Court Clerk, City Council Budget Proposals, Contacting Police Services, and City Claims. The 'DOING BUSINESS WITH THE CITY' section lists: Information on Doing Business with the City, Make an HCD Loan Payment, Pay my Traffic Ticket, and Pay my Property Tax. The 'CITY NEWS' section lists: U.S. District Court Judge Samuel Mays rules on formation of suburban school districts, Click to review the 65 page ruling from Judge Mays issued on Nov 27th, and Voter Identification Litigation - Library Photo ID Card. The 'RFPS & RFQS' section is also visible.

MOST POPULAR

- 311 Support Center
- City Engineering Division
- City Court Clerk
- City Council Budget Proposals
- Contacting Police Services
- City Claims

DOING BUSINESS WITH THE CITY

- Information on Doing Business with the City
- Make an HCD Loan Payment
- Pay my Traffic Ticket
- Pay my Property Tax

CITY NEWS

- U.S. District Court Judge Samuel Mays rules on formation of suburban school districts**
Click to review the 65 page ruling from Judge Mays issued on Nov 27th.
- Voter Identification Litigation - Library Photo ID Card**
The Mayor's vision for the use of City of Memphis Library Photo ID Cards as valid state identification

RFPS & RFQS

the CITY of MEMPHIS MAYOR A C WHARTON, JR.



search

FAQ

Contact Us

HOME

RESIDENTS

BUSINESS

GOVERNMENT

VISITORS

ONLINE SERVICES

MEDIA ROOM



Contact for all City Services
or reports of violation



Check on the status of
a service request



FEATURED INFORMATION

[Solid Waste Fee and Sewer Discount Application](#)

[Holiday Sanitation Schedules](#)

[Speed Hump Request Form](#)

[Top Ten Code Violations](#)

I am pleased to introduce our non-emergency Online Support Center, a new way for the City of Memphis to serve you better. From potholes, abandoned vehicles, high weeds on vacant lots, and curbside trash to faulty traffic signals and derelict and abandoned homes, the new Online Support Center makes it easy to submit service requests and public sentiments online. The City of Memphis' Online Support Center also allows you to track your service requests. Each time you complete a service request online, you will be assigned a tracking number that you can use to at any time to see when a City of Memphis representative expects to investigate or take care of your request.

My administration is committed to providing quality city services to you, the residents and taxpayers of the City of Memphis. I know our Online Support Center, along with the improved Mayor's Citywide Call Center at (311) will prove to be the greatest improvement to Citizen Service that we've seen in many years.

You can submit a service request by:

1. If you are registered* with the City of Memphis website, log in to make your service request. You will be able to track the status of your request online from the moment you submit it until your request is completed.



FEATURED INFORMATION

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You can submit a service request by:

1. If you are registered* with the City of Memphis website, log in to make your service request. You will be able to track the status of your request online from the moment you submit it until your request is resolved. Please view [Instructions on How to Use the Online Support Center \(pdf\)](#).
2. You also can submit a request by calling the MCSC. You will not be able to track the status online. For status information, please contact the Mayor's Citywide Call Center at (311), Monday - Friday, between the hours of 8:30 am and 5 pm.

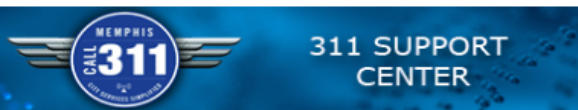
*As a registered user of City of Memphis Online Support you can:

- Create Service Requests
- Track Your Service Requests
- View Your Service Request History
- View Knowledge base

Login

Already a registered user? [Click Here to Login](#)
If you do not yet have an account: [Register Here](#)

**Click here to
Register or Login**



Login

User ID

Password

[Register Here](#)

Favorites

125 N Main St
Memphis, TN 38103
[Get Directions](#)

Phone 311
Fax (901) 636-6200
TTY (901) 636-6501

- Links**
- [Top Ten Code Violations](#)
 - [Campo Común Diez Cifre Las](#)
 - [Violaciones](#)
 - [Service Request History/Status](#)
 - [How to Use Online Support Center pdf](#)

Welcome to Online Support Center

The Online Support Center is a way for the City of Memphis to serve you better. From potholes, abandoned vehicles, high weeds on vacant lots, and curbside trash to faulty traffic signals and derelict and abandoned homes, the Online Support Center makes it easy to submit service requests and public sentiments online.

The City of Memphis' Online Support Center also allows you to track your service requests. Each time you complete a service request online, you will be assigned a tracking number that you can use at any time to see when a City of Memphis representative expects to investigate or take care of your request.

How to Submit a service request/complaint

- 1.a If you are not registered with the City of Memphis website, please click the "Register Here" link located in the left column of this page inside the "login" box.
- 1.b If you are registered, log in to create your service request. You will be able to track the status of your request online from the moment you submit it until your request is resolved.
2. You also can submit a request by calling the 311 support center. You will not be able to track the status online; but you can get periodic status emails if you provide your email id. For status information any service request, you can contact the 311 Call Center, Monday - Friday, between the hours of 8:30 am and 5 pm as well.



Support
Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Service Requests

You can define your personalized views (saved searches) of service requests.

Create Service Request

View <Default Search> Go Personalize

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
1558488	test	MCSC-Miscellaneous	Closed	06-JUN-2013 15:27:16	07-JUN-2013 13:19:09

Solve a Problem

Describe your problem to search for possible solutions.

*Search

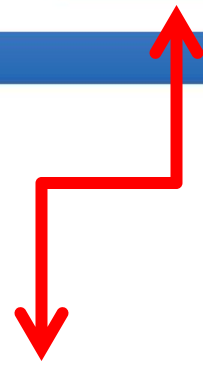
Product

Go

Create Service Request



Request History



Create a new service request

ORACLE® 311 Support Center

Support

Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Logged In As TONEYK

Create Service Request

You can start creating a service request by selecting a request type below. If you are not sure which one to select or the type you look for is not listed, select Miscellaneous, our support center agents will take care of forwarding it to the correct department. In the subsequent steps you'll be asked to enter details of the problem and problem location.

[Cancel](#)

Select Request Type

To continue click on a request type below.

[CE-Junky Yard](#)
Junky yard issues (Tags: Junky, Trashy Yard, Trash, Debris, Stuff, Garbage, Unclean, Appliances, Furniture, Tires, Yard, Car Parts, Carport, Porch, Patio)

[CE-Vehicle Violations](#)
Inoperable Vehicle(s) parked on property (Tags: Abandoned, Inoperable Vehicle, Car, Street, Vehicle, Automobile, Trailer, Bus, RV, Truck, Motorcycle, Boat)

[CE-Weeds Occupied Property](#)
Weeds Occupied Residential Property (Tags: Home, Property, Occupied, Weeds, Grass, Overgrown, Shrubbery, Trees)

[CW-Weeds Vacant Houses](#)
Weeds Vacant Houses (Tags: House, Vacant, Weeds, Grass, Trash, Garbage, Debris, Gate, Shelby County)

[CW-Weeds Vacant Lots](#)
Weeds Vacant Lots (Tags: Lot, Weeds, Shelby County, Trash, Debris, Garbage, Gate, Trees)

[MCSC-Miscellaneous](#)
Use this when the matching service request type is not available or you are not sure which is the correct one to choose. City support center will classify the request and forward to the right department.

[PW \(SM\)-Potholes](#)
Street Maintenance - Potholes (Tags: Potholes, Sink holes, Cave in)

☒ [SWM-Cart Repair](#)
Cart Repair (Tags: Cart, Damaged, Garbage, Repair, Crushed, Smashed, Burned, Missing Parts, Hinges, Destroyed)

☒ [SWM-Curbside Trash](#)
Curbside Trash (Tags: Furniture, Tree Limbs, Shrubs, Trash, Garbage, Lumber, Tires, Appliances, Building Material, Bags, Junk)

☒ [SWM-New Start Garbage Request](#)
New Start Garbage Request (Tags: New, Cart, Garbage, Trash, Container, Pick-up, Move in)

☒ [SWM-Recycle Bin Request](#)
Recycle Bin Request (Tags: Recycle bin, Cart, Garbage, Trash, Container, Pick-up, Move in, Go Green)

[Cancel](#)

Support Profile Sign Out Help

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Top Ten Service Requests

Oracle 311 Support Center

Support
Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Logged In As TONEYK

Problem Problem Details Location Review and Submit

Identify Problem

Please provide the following information to enable us to resolve your problem.

*Indicates required field

Cancel Previous Step 1 of 4 Next

Identify Product

Problem Summary

Request Type **CE-Junky Yard** Problem Type

*Problem Summary

Attachments

If you have any photos of the location or other documents to substantiate your complaint, attach them here. Please do not attach files bigger than 1 MB. Consider resizing pictures and converting to standard formats such as JPEG before you attach.

Add Attachment

Attachment	Type	Category	Description	Remove
Please associate attachments with the service request.				

Cancel Previous Step 1 of 4 Next

Support Profile Sign Out Help

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Enter Service Request Detail

Support

Service Requests | Top Solutions | Ask Me

Quick Find Service Requests ▾ Go

Logged In As TONEYK

Progress bar with steps: Problem, Problem Details (active), Location, Review and Submit

Create Service Request: Problem Details

Cancel Previous Step 2 of 4 Next

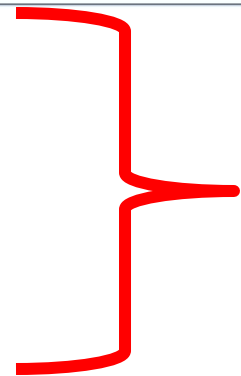
*Indicates required field

Request Type **CE-Junk Yard**
Problem Summary **test**
Problem Type

Problem Details

Where is the junk located?

What items are in the yard?



Answer all problem detail questions. Provide as much detail as possible.

Cancel Previous Step 2 of 4 Next

Oracle 311 Support Center

Support
Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Logged In As TONEYK

Problem Problem Details **Location** Review and Submit

Location and Contact Information

*Indicates required field

Request Type **CE-Junky Yard**
Problem Summary **test**

Primary Contact

Customer **Kimbra Toney-Bernard**
Contact By

Contact **Kimbra Toney-Bernard**

Incident Address

*Address
Tip: (example 5125 Elmore Rd)
City
State Postal Code

Cancel Previous Step 3 of 4 Next

Support Profile Sign Out Help

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Provide the address of the incident/service request

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Support

Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Logged In As TONEYK

Problem Problem Details Location Review and Submit

Create Service Request: Review

Request Type CE-Junk Yard
Problem Summary test

Cancel Previous Step 4 of 4 Submit

Problem Details

Where is the junk located?

What items are in the yard?

Incident Address

Address test
State City
Postal Code

Attachments

Attachment	Type	Category	Description
Please associate attachments with the service request.			

Cancel Previous Step 4 of 4 Submit

Support Profile Sign Out Help

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Review service request details

Submit Service Request

ORACLE® 311 Support Center

Support
Service Requests | Top Solutions | Ask Me

Quick Find Service Requests Go

Logged In As TONEYK

Confirmation: Service Request Created: 1859912-test

[Return](#) [Email to Me](#)

Service Request [1859912](#) has been created. You can make updates to the service request and also review the updates by the service organization.

[Return](#) [Email to Me](#)

Support Profile Sign Out Help

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The service request has now been created and a service request number has been provided.

Smart Government App Memphis



- Downloaded from iTunes (*iPhone only*)
- Allows user to receive push notifications about garbage pick-ups, road closures, and emergencies
- Allows user to report problems and take photos of the problem
- User who provides contact information will receive a service request number
- Provides a call list of phone numbers for various areas of city government

Mobile 311

- Partners with the Office of Community Affairs and conducts quarterly Neighborhood Partnership/Association Trainings on the 311 Online Support Center.
- Partners with the Office of Community Affairs in attending monthly Neighborhood Partnership Meetings.
- Sends out feedback cards to citizens to gain insight on their customer service experience.



311 FAQ's

1. How do I obtain an additional garbage cart?

You can obtain an additional green cart by calling 311. An application will then be forwarded to you for a lease cart. The cart will be delivered with a lease sticker on the 2nd cart. An additional \$5 will reoccur monthly on your MLGW bill for the lease cart.

2. Who is responsible for repairing the sidewalks on my property?

Once sidewalks are installed, residents are responsible for repairing the normal wear and tear of the sidewalks on their property.

3. Are there certain materials that are not allowed for curbside pickup?

Yes, debris such as sheet rock, bricks, tiles, and paint are not allowed for curbside pickup.

4. Are there any landfills available for Solid Waste customers?

Yes, Memphis has two (2) landfills accessible for Solid Waste customers.

North Landfill (901) 872-7258

South Landfill (901) 794-8070

5. I am a new resident; why am I having a difficult time obtaining a garbage cart?

New residents will receive a garbage cart only if they have already moved into the residence, their utilities are turned on and there is no cart already at the place of residence.

6. Am I allowed to park vehicles on the grass of my property?

No, in residential neighborhoods vehicles are not allowed on the grass. Vehicles can only be parked on concrete or gravel. Commercial vehicles are NOT ALLOWED to be parked in residential neighborhoods at all.



311 Call Center Contacts

- Kimbra Toney-Bernard, Administrator

Office phone: 901-636-6274

Email address: kimbra.toney-bernard@memphistn.gov

- Carolyn Malone, Supervisor

Office phone: 901-636-6247

Email address: carolyn.malone@memphistn.gov



QUESTIONS



